

CalSAWS | Agenda for the California Statewide Automated Welfare System JPA Board of Directors

Date: February 16, 2024	Location: Zoom/In Person Cypress Conference Room 620 Roseville Parkway Roseville, CA 95747
Time: 9:00 a.m. – 12:00 p.m.	Conference Call: 1-888-788-0099 Meeting ID: 960 4115 8277 Passcode: 155594 Zoom Link: JPA Zoom Link

CONVENE MEETING OF THE BOARD OF DIRECTORS – All scheduled items will be heard in the Cypress conference room of the CalSAWS Roseville office located at 620 Roseville Parkway, Roseville, CA 95747. The Public Session of this meeting shall be accessible via teleconference/webcast. The call-in number is: 1-888-788-0099, enter Meeting ID 960 4115 8277 followed by Passcode 155594, or join the webcast by clicking [JPA Zoom Link](#).

In addition to the location listed above, the following locations will be available for attendance in-person and/or via Zoom:

- 365 Tuolumne Street, Room 315, Vallejo, CA 94590
- 604 E Walker Street, Orland, CA 95963
- 12860 Crossroads Parkway South, City of Industry, CA 91746
- 102 S. San Joaquin Street, Stockton, CA 95202
- 4060 Watson Plaza Drive, Lakewood, CA 90712
- 4060 County Circle Dr., Riverside, CA 92503
- 2995 S. 4th Street, Suite 105, El Centro, CA 92243
- 860 E. Brier Dr, San Bernardino CA 92415
- 1510 Orange Ave., #1106, Redlands, 92373

PUBLIC SESSION

9:00 a.m. – Convene Meeting of the Board of Directors (“Board”) of the CalSAWS Consortium (“CalSAWS”)

Topic	Lead
1. Call Meeting to Order.	Michael Sylvester 2 min
2. Confirmation of Quorum, Welcome new JPA Board Members, and Agenda Review.	Michael Sylvester 3 min
3. Public Comment: Public opportunity to speak on any Item NOT on the Agenda. Public comments are limited to no more than three minutes per speaker, except that a speaker using a translator shall be allowed up to six minutes. Note: The public may also speak on any Item ON the Agenda by waiting until that item is read, then requesting recognition from the Chair to speak.	Michael Sylvester

Topic	Lead
Action Items	
<p>4. Approval of Consent Items</p> <ul style="list-style-type: none"> a. Approval of the Minutes and review of the Action Items from the January 26, 2024, joint meetings of the JPA Member Representatives and Board of Directors. b. Approval of Accenture Change Notice 31, which includes Premise items (CalWORKs Child Support Pass-through to Families, Housing Assistance Payments (HAP) Eviction (SB 1083) and CalFresh Notice of Denial or Pending Status), County Purchases, WAN Updates, and administrative no-cost changes. c. Approval of ClearBest Work Orders 1-3: <ul style="list-style-type: none"> i. Work Order 1, which includes Correspondence Scope. ii. Work Order 2, which includes six Premise items - CARES (FCED), CFAP Expansion, CalWORKs Child Support Pass-through to Families, Housing Assistance Payments (HAP) Eviction (SB 1083), Family Reunification AB 135, and CalFresh Notice of Denial or Pending Status. iii. Work Order 3, which includes additional Project Management Services. d. Approval of Deloitte ISS Contract Change Order No. 7, which includes County Purchases. e. Approval of RGS Contract Amendment No. 39, which includes updated salary schedule and other administrative updates. 	<p>Michael Sylvester 10 min</p>
Informational Items	
<p>5. Procurement Updates</p> <ul style="list-style-type: none"> • Infrastructure and M&E <ul style="list-style-type: none"> ○ Review Vendor Selection Report ○ Next Steps • BenefitsCal RFP 	<p>Thomas Hartman Betty Uzupis 15 min</p>
<p>6. BenefitsCal User Account Security Incident</p>	<p>Laura Chavez Arnold Malvick Rachel Frey 10 min</p>
<p>7. CalSAWS Conference Debrief</p>	<p>Jennifer Smith Wendy Battermann 10 min</p>
<p>8. Quarterly Fiscal Update</p> <ul style="list-style-type: none"> • Governor's Proposed Budget 	<p>Holly Murphy 10 min</p>

Topic	Lead
9. CalSAWS Executive Director Recruitment Update	Michael Sylvester Holly Murphy 5 min
10. Final Acceptance <ul style="list-style-type: none"> • Central Print • ISS • CalSAWS 	Dawn Wilder Rachel Frey Arnold Malvick Dan Dean 20 min
11. M&E Risks	Arnold Malvick Rachel Frey Karen Rapponotti 10 min
12. Reports Status <ul style="list-style-type: none"> • Conference Feedback – Expanding LA County Reports 	Sean Swift Laura Chavez 15 min
13. Release and Policy Update/Communications <ul style="list-style-type: none"> • Continuous Coverage Unwinding Status • CalSAWS Release Highlights • Workload Assignment • Case Removal Update • CERs and Timing 	Theresa Hasbrouck Lisa Salas Jason Osterwald Vivek Narayanaswamy Karen Rapponotti 15 min
14. CalSAWS Data Archiving Initiative	Laura Chavez Vivek Narayanaswamy 5 min
15. BenefitsCal Update <ul style="list-style-type: none"> • ROI Update • BenefitsCal Release Highlights • BenefitsCal Client Education Initiative for Text messages • Path and Scope for threshold languages in CalSAWS • Optical Character Recognition for BenefitsCal Documents Uploaded by Customers 	Lynn Bridwell Onur Senman Rachel Frey Lisa Salas Chris Vasquez 25 min
16. Advocate Community – Structure and Goals	Jennifer Tracy 5 min



Topic	Lead
17. Contact Center Update	Arnold Malvick Akira Moriguchi 10 min
18. Quarterly Statistics Update <ul style="list-style-type: none"> • SLAs, Production Stability, Tickets, and Defects • Hyland Imaging SLAs • BenefitsCal Performance Metrics 	Arnold Malvick Sara Rossmiller Rachel Frey 10 min
19. Adjourn Meeting	Michael Sylvester

The agenda and supporting documents are available for review during regular business hours at 620 Roseville Parkway, Roseville, CA 95747. All items on the consent agenda will be considered in a single motion unless separate action is requested by a Board Member or member of the public.

In accordance with the Ralph M. Brown Act, this meeting agenda is posted at least 72 hours prior to the regularly scheduled meeting date in the lobby of the locations noted above.

The meeting facility is accessible to persons with disabilities. If an assisted listening device or other service will be needed in order to participate in the public meeting, a request should be made through the Secretary of the Board at least three (3) business days prior to the Board meeting. The Secretary's telephone number is (916) 282-3834. The Secretary's office is located at 620 Roseville Parkway, Roseville, CA 95747.

